

April 2007

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

Re: TRS Fund—Drastic VRS Rate Cuts

Dear Chairman Martin,
Commissioners Adelstein, Copps, McDowell, and Tate,



I am a deaf person and I use Video Relay Service (VRS) to communicate. I was appalled to learn that the FCC staff is intent on drastically cutting the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in its power to make VRS available to more deaf people.

I, along with other Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate with both hearing and deaf individuals. I urge you to do everything you can to make VRS service available to the many deaf people who currently do not have access to this vital, life-changing service.

The VRS rate should encourage the VRS providers to:

- Serve more deaf people, not discourage them from reaching out to more deaf people
- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS and the local Deaf communities
- Provide service and technology improvements, such as the development of new videophone equipment, fulfilling the Americans with Disabilities Act (ADA) mandate of functionally equivalent telecommunications services

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the Americans with Disabilities Act (ADA) to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

Francis Corrigan Jr

Printed Name

Address

City

State

Zip

Email

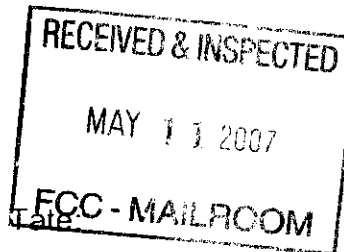
Francis Corrigan Jr
7 Tanglewood Lane
North Providence
Rhode Island
02904

April 2007

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Sincerely,

Signature

Robert J. Johns

Printed Name

Robert J. Johns

Address

420 11th St E Apt P107

City

TACOMA

State

WA

Zip

98445

Email

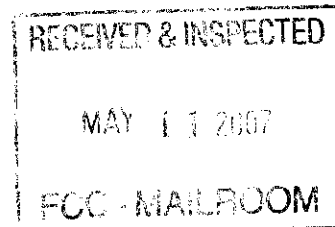
SNH01Bob@aol.com

April 2007

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Washington, DC 20554

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Sincerely,

Signature

A handwritten signature in cursive script that reads "Tina L. Nyden".

Printed Name

Address

City

State

Zip

Email

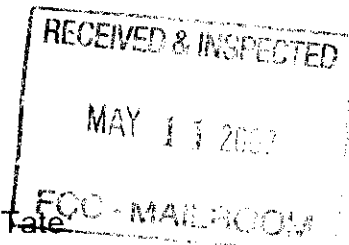
TINA L. NYDEN
3219 PERRY AVE NE
BREMERTON WA
98310
UP 100 360 415-9214

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Signature

Carolyn Faber

Printed Name

Address

City

State

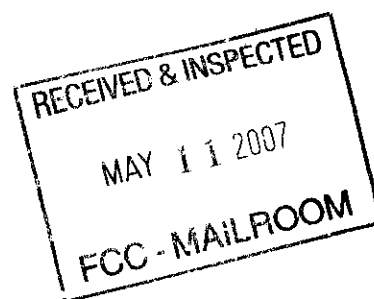
Zip

Email

Carolyn Faber
3219 Perry AVE NE
Bremerton WA
Washington
98310
Up 100 - 415-9214

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Signature

Bruno Borkowski

Printed Name

BRUNO BORKOWSKI

Address

16012 Morning Star Ave.

City

Maple Heights

State

Ohio

Zip

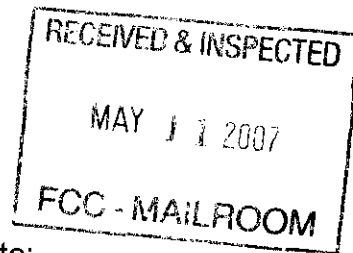
44137-4528

Email

Borkowb@aol.com

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Signature

Thomas H. Adams

Printed Name

Thomas H. Adams

Address

9661 CHUTNEY COURT

City

JACKSONVILLE,

State

FLORIDA

Zip

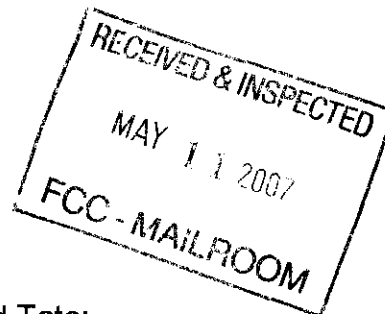
32221

Email

Tcadams83@aol.com

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Sincerely,

Signature

Charlotte P. Adams

Printed Name

CHARLOTTE P. ADAMS

Address

9661 CHUTNEY COURT

City

JACKSONVILLE

State

FLORIDA

Zip

32221

Email

Tcadams83@aol.com

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

RECEIVED & INSPECTED

MAY 11 2007

FCC - MAILROOM

Re: CG Docket No. 03-123; TRS Fund – Drastic VRS Rate Cuts

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Signature

Printed Name

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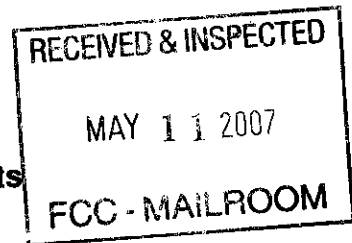
Zip

Email

Yolanda Stockton

Yolanda Stockton
1795 Shady Lane
Lucas
TX
75002
Sun53roses@aol.com

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554



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Sincerely,

Signature

W.L. Stockton Jr

Printed Name

Wallace L Stockton Jr

Address

1795 Shady Lane

City

Lucas

State

TX

Zip

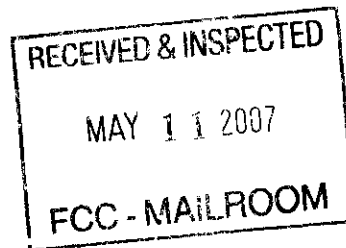
75002

Email

Bsymn@aol.com

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Signature

Printed Name

PAULA J. TASC

Address

PO BOX 103

City

FISHERTOWN

State

PA

Zip

15539

Email

TAS5923@AOL.COM

April 2007

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445 Twelfth Street SW
Washington, DC 20554

RECEIVED & INSPECTED

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Signature

Frances M Pavao

Printed Name

FRANCES M PAVAO

Address

18 Compoes ST

City

SOMERSET

State

MA

Zip

02726

Email

-0-

April 2007

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Sincerely,

Signature

Alice Rodriguez

Printed Name

Alice Rodriguez

Address

18 Campos ST

City

Somerset

State

Massachusetts

Zip

02726

Email

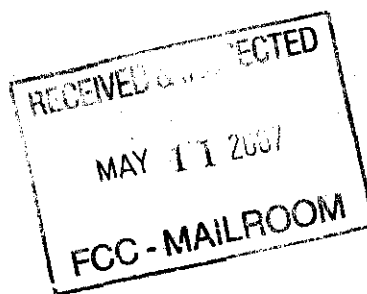
Daisy.33@Comcast.net

davis|miles, PLLC

with law offices in Arizona and New Mexico

May 2, 2007

DirecTV, Inc.
Attn: Billing Disputes
P.O. Box 6550
Greenwood Village, CO 80155-6550



MAILING ADDRESS
P.O. BOX 15070
MESA, AZ 85211-3070

PHYSICAL ADDRESS
560 W. BROWN RD. STE. 3004
MESA, AZ 85201-3225

Re: Robert L. Miller

Ladies and Gentlemen:

Mr. Miller contacted us after being unable to satisfactorily resolve a billing dispute with DirecTV ("DTV").

He advises that he called DTV on two occasions, and the one in question was likely on March 27, 2007. At that time, he placed an order for service and was guaranteed that he would receive service for all premium channels, the Plus package, local channels, HD service, three months of HBO and Cinemax, a free portable DVD player, and the lease of a combination DVR and HD tuner.

Additionally, he was to receive not 12, but 18 pay-per-view movies, a rebate of \$100.00 towards the \$300.00 fee for having the tuner. He was to pay \$65.99 per month for three months, then \$89.99 per month, and after one year, the rate would be set at \$99.99 per month. As a further incentive, the salesperson (either Taylor or Leni) reduced the interim payment to \$79.99 per month.

Upon receiving the first bill, Mr. Miller only received one rebate, probably in the vicinity of \$10.00 per month, and a pay-per-view coupon for \$3.99 for future use. The other rebates and the free DVD player never showed, and the bill was set at \$88.39 (\$109.98 minus \$24.00 for the HBO/Cinemax, plus \$.41 tax).

When Mr. Miller notified his credit card company that he intended to dispute the debt, he also discovered that he had been charged \$323.22 for the HD/DVR tuner, not the \$300.00 he had been promised.

After receiving a bill and reviewing the discrepancies, Mr. Miller called Customer Retention, and was told on April 12, 2007, by Jessica, that he had made the purchase from a vendor, and the promises made would not be honored. Shortly thereafter, Jessica realized that, in fact, the offer had come directly from DirecTV, but DTV still refused to honor the promises, and she stated that he would be charged \$109.99 per month, would not get the 18 pay-per-view movies promised, and the interim price would also be more.

Mr. Miller then indicated that it was his intention to cancel, only to be told, for the first time, that he had entered into a two-year contract, and that he would be informed within ten days whether or not he could be let out of that contract. At this point, Mr. Miller had signed nothing, except an installation order (copy attached).

He was once advised there was nobody, other than Customer Retention, with whom he could speak, and no one would call him back. After making a second call to customer retention, he was put in contact with a representative named "Eddie," who told him nothing could be done except to write a letter asking to be let out of the 2 year contract. His service was immediately terminated. Mr. Miller had to call DTV to learn how the tuner was to be returned, and recently returned the HD/DVR box by FEDEX, per the instructions in the return box

Mr. Miller has also asked for proof of his commitment to any deal, or in particular, any terms which might have been offered him by means of the tapes, which he understands are kept to verify transactions, thus far without any result.


This is to advise that, unless and until DTV can produce a transcript of a recording showing not only Mr. Miller's agreement to any of these matters, but also the discussion of terms that he was offered, as a matter of contract law, *you have no contract*, and therefore, there is no basis upon which to charge him anything.

DTV should forthwith reverse all charges to his card, and credit the original bill of \$88.39. Mr. Miller agrees to pay the recently received bill of \$12.81 to cover the few days of service he utilized. DTV should also and cease and desist all further demands for payment, continuation of the "contract," and any and all attempts to assert further charges against Mr. Miller's credit card, or otherwise interfere with his credit rating.

Please contact Mr. Miller directly in order to resolve this dispute. We assume that you will be able to do so. If you employ legal counsel to assist you, your attorney is authorized, pursuant to Rule 4.2 of the Arizona Rules of Professional Conduct, to contact Mr. Miller directly. Mr. Miller does not wish to incur any unnecessary legal expense and will contact us if necessary.

Very truly yours,

Davis Miles, PLLC


for Richard N. Crenshaw, Esq.
For the Firm

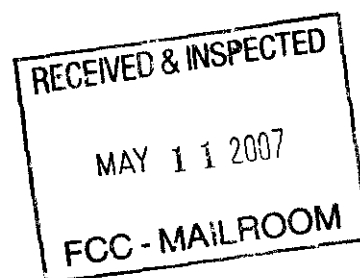
RNC/cc
Enclosure

cc: Robert L. Miller
211 South Calle De Jardin
Tucson, AZ 85711-3467
Intake 367717

Federal Communications Commission
445 12th Street SW
Washington, DC 20554

April 2007

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Signature

George & Loretta Milne

Printed Name

Address

City

State

Zip

Email

GEORGE & LORETTA MILNE
32200 HEES
LIVONIA
MICHIGAN
48150-3886

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- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS and the local Deaf communities
- Provide service and technology improvements, such as the development of new videophone equipment, fulfilling the Americans with Disabilities Act (ADA) mandate of functionally equivalent telecommunications services

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the Americans with Disabilities Act (ADA) to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

Gladys Dilana

Printed Name

GLADYS DILANA

Address

7600 NANKIN BLVD APT 1010

City

WESTLAND

State

MICHIGAN

Zip

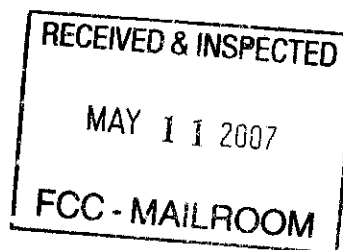
48185

Email

FAX-VP 734-513-0063

April 2007

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554



Re: TRS Fund—Drastic VRS Rate Cuts

Dear Chairman Martin,
Commissioners Adelstein, Copps, McDowell, and Tate:

I am a deaf person and I use Video Relay Service (VRS) to communicate. I was appalled to learn that the FCC staff is intent on drastically cutting the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in its power to make VRS available to more deaf people.

I, along with other Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate with both hearing and deaf individuals. I urge you to do everything you can to make VRS service available to the many deaf people who currently do not have access to this vital, life-changing service.

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Signature

Joan E. Broseghini

Printed Name

Address

City

State

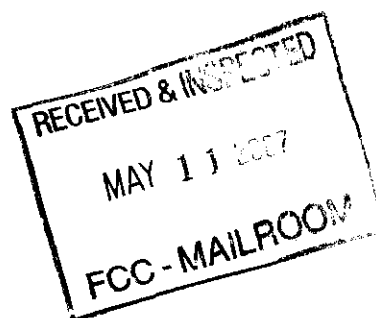
Zip

Email

JOAN E. BROSEGHINI
2001 W. 92nd Ave. #758
FEDERAL HEIGHTS.
COLORADO
80221

April 2007

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Washington, DC 20554



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Sincerely,

Signature

Peggy Thorn

Printed Name

Peggy Thorn

Address

195 Log Road

City

Smithfield

State

RI

Zip

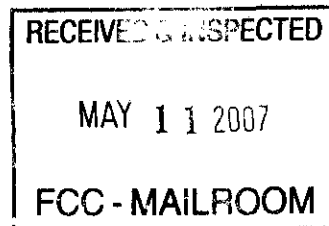
02917

Email

PBTHO44@AOL.com

April 2007

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445 Twelfth Street SW
Washington, DC 20554



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Sincerely,

Signature

A handwritten signature in cursive script, appearing to read "Roslyn Bouvier", written over a horizontal line.

Printed Name

Roslyn Bouvier

Address

8 Pine Drive

City

Smithfield

State

RI

Zip

02917

Email